

**Development/Engineering Services Secretary  
Written Questionnaire**

This questionnaire is designed to assist you in presenting your background in areas applicable to this position. Qualified candidates, based on their application materials and written questionnaire responses, will be invited to participate in the next step of the recruitment process which will be a written exam.

**Your response to each question should be as complete and concise as possible. Questionnaires must be typed pages, double spaced and cannot exceed 3 pages. Please put your name on each page submitted. A resume in lieu of answering any part of this questionnaire will not be acceptable. Questionnaires returned in excess of 3 pages will not be reviewed.**

1. Please explain in detail your experience in performing secretarial/clerical support including years of experience with a description of your responsibilities/duties. Describe your experience as it relates to this position.

2. Describe in detail your experience with each of the following:

Customer Service – Specifically front desk/counter experience and public interaction

Billing/Invoice Processing

Creating mailing lists

Data entry – Be specific with type of data entered and program(s) used

Permitting - Processing and issuing construction/building permits

Filing - Including electronic/hard copy/etc.

3. Describe your experience using computers and related software i.e., Microsoft Office applications, etc. Provide an assessment of your skill level with each type of program you have used – be specific.

**Completed questionnaires must be submitted by September 9, 2015 @ midnight. Late submissions will not be accepted.**

You may attach your response to your on-line application in the “My Attachments” section, fax, or hand deliver your responses to the following address, e-mail, or fax number:

City of West Des Moines  
Human Resources  
4200 George M. Mills Civic Parkway  
P.O.Box 65320  
West Des Moines, IA 50265  
FAX: 515-273-0601  
E-Mail: [humanresources@wdm.iowa.gov](mailto:humanresources@wdm.iowa.gov)